

Truman's Fall 2025:

New Season, New Hires, New Rules

Over the next 6-8 weeks, I'll begin hiring staff for the coming school year.

Our Training Program has been slightly restructured, and I expect each of you to be familiar with the new procedure so that you are capable of training someone in a manner that doesn't steal their potential:

1 New Hires will be given the attached instruction sheet with links to set up their Zoho login, complete their payroll info online, and go to the New Hire page of our website to complete a required "Server Pre-Training" online course that must be completed before their two training shifts. They will also have access to the 3 remaining online training modules, which they can do before or during their two training shifts.

2 New Hires will work two training shifts, as we've typically done:

- The first shift is shadowing. The new hire should be handed as many food and drink items to identify and carry as possible while following the trainer. Any downtime should be spent with an iPad and a food & drink menu, teaching the new hire everything about the menus and ringing items in.
- The second shift is reverse shadowing: the trainer follows and instructs/assists as the new hire performs all the tasks: Greeting tables, using the iPad to take orders, making/traying/carrying drinks and food, checking in with tables, and taking payment. Any downtime should be spent giving the new hire fake orders while they ring them in and correcting mistakes.
- Before the end of the second shift, I expect EVERY new hire to take at least 1-2 tables INDEPENDENTLY, under their own number, in the trainer's section or another section being supervised by a server.

3 Ongoing training materials will be required of all staff (regardless of day or night shifts) periodically as needed. For example, required short modules on "Table and Chair Spacing," "Mopping," "Cutwork," or any other area that is deficient will be sent out periodically and required to be completed by a certain deadline. If you don't complete it, you won't be on the next schedule.

✳ To avoid an excessive amount of 'ongoing training,' simply make a decent effort with every task, all the time. Read the instructions for cutwork, cleaning bathrooms, and mopping on the bulletin board and FOLLOW THEM. Take pride in your work, and don't take shortcuts. Do the right thing. Your investment in your work pays dividends in the form of a better workplace. New hires will work to those higher standards because you trained them that way, making your coworkers easier to appreciate. Everything will be cleaner, making keeping it clean less work each shift. The restaurant will be more organized and workflows will be better, leading to more efficient service. Better service equals more money for you. Period.

A better, higher paying job is a daily choice here, not a status awarded to you by someone else.

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New Hire Webpage:

trumansbar.com/newserverpage

While I am not requiring current employees to complete any of the new training materials, you do have access to them. Simply click the button and enter your name to proceed.

Please understand that *our focus this season is going to be on performing to a higher standard:*

- Being more knowledgeable about what we sell and in turn being more **CONFIDENT**.
- Providing better hospitality.
- Having a cleaner restaurant.
- Working faster and more efficiently.
- Upselling appetizers and drinks to make more money.
- Taking responsibility for yourself and your job.

New Hire Instruction Sheet:



New Server

onboarding guide

Please complete all 3 items before your first training shift.
Thank you!

-  Check your email for an invite from Zoho Team. 
Create your login to our scheduling software, then download  Zoho Shifts in the app store.
-  Check your email for an invite from  Quickbooks
Workforce to complete your profile and enter your payroll info. You CANNOT be paid until you complete this step.
-  SCAN the QR or go to trumansbar.com/newserverpage to view all your training tasks:
 - You ***must*** complete 'New Server Pre-Training' before your first in-person training shift.
 - You ***may*** complete the other training before your first shift, but these can be done in-person.
 - You must complete the Food Handler's & SMART Alcohol Courses within 30 days of hire.



Questions or Problems? Contact Candy or ask a Shift Mgr!

Some Life Advice:

"I don't know"

*where that goes. how to do that.
how to clean that.
how to make that. where to find that.*

"I don't know how to do my job."

The problem with "I don't know" is that someone else has to. If it's always up to someone else to get everything done, the rules and the work are always going to be imposed on you by someone else.

*Take responsibility for **YOU**. Learn how to do your job, and do it well, or accept being ruled by someone else.*

"All abdicated responsibility will be taken by tyrants and used against you. "

~ Jordan Peterson